



[ Month ], [ Year ]

## ANNUAL MAINTENANCE CONTRACT

**Project:** [ Name of Project ]  
- Contact: [ Name of Contact ]  
- Mobile No: [ Mobile Number of Contact ]  
- Address: [ Address of Project ]  
- System Model: [ Reference Model of Implemented System ]  
- Purchase Date: [ Date of Handing Over ]

### Objective:

The yearly maintenance plan is a cost effective solution to prolong the life of your solar system, keep it performing at its highest rate, and decrease the risk of failure of different components, whether the components are under warranty or not. In addition, it keeps your solar system in good shape and allows for fix budgeting for the maintenance of the system which might be pretty expensive in some cases.

### Coverage:

Throughout the Term, DAWTEC shall provide the following services:

- Free **inspection, cleaning, and maintenance** if required, of the solar water heating system three times a year.

- **Inspection to cover the following components and accessories:**

- Vacuum Tubes - Loss of vacuum, cracks, and deterioration of the absorptive layer
- Collectors - Leakage, foam expansion, and joints
- Silicon Seals and Rubber Rings
- Support Structures - Paint, bending, buckling, welding, joints, screws, and bolts
- Automatic Air Vents
- Manual Valves
- Piping Network
- Insulation
- Electrical Wiring
- Pumps
- Heat Transfer Fluids and Make-Up Water Tanks
- Storage Tanks - Heat Exchanger, and Insulation
- Temperature Sensor
- Solar Controller



- Digital Thermometer
- Expansion Tank

▪ **Cleaning to cover the following:**

- Cleaning of vacuum tubes if necessary
- Cleaning of strainers if available
- Cleaning of expansion tank if necessary
- Flushing the system if necessary

▪ **Maintenance to cover the following:**

- Should any of the inspected components or accessories show a damage, defect, or a malfunction, the technical team will take action and fix the problem if possible, or set a plan and schedule to do so for free. If the item is not under warranty the client will be notified of the situation and the cost or items needed for the repair. The labor cost will be for free (refer to "Warranty").

- Free urgent maintenance services upon request of the owner within a maximum of 24 hours from the request time.
- Submission of written inspection, cleaning, and maintenance report upon every visit ( refer to "Report").

**Extra Services:**

If owner desires that DAWTEC provides any extra services and if DAWTEC is reasonably capable and licensed to provide such services, DAWTEC shall provide a written quotation to present the price and the time schedule required for the job prior to execution.

**Validity:**

One year from date of contract signature.

**Fees:**

As compensation for provision of the Maintenance Plan Services by DAWTEC, owner is to pay DAWTEC an **annual fee of an amount equal to [ Amount in Numbers ] USD TTC ( ONLY [ Amount in Letters ] U.S. DOLLARS).**



**Notes:**

1- If client wishes not to benefit from a yearly maintenance contract, the services mentioned above will be billed separately: each full inspection, cleaning, and maintenance visit costs \$140/day (\$20/hour) excluding all costs of spare parts not covered by warranty. Each Visit for urgent maintenance will cost \$25/hour.

2- For any maintenance request, please contact the Service Department in DAWTEC at 01-288688 or 71-288688.

Working Hours:                      Monday to Friday 08.00 AM – 04.00 PM  
   Saturday 08.00 AM – 12.00 PM

**Company signature and date**

**Owner signature and date**



## REPORT

Client	Maintenance
Project: .....	Reference No.: .....
Address: .....	Maintenance Request: .....
Telephone No.: .....	Date of Maintenance: .....
Attn: .....	Contract Validity: .....
Email: .....	System Model: .....

Maintenance Checklist			
Parts	Condition		Maintenance Performed
	Good	Bad	
Vacuum Tubes - Loss of Vacuum, cracks, and deterioration of the absorptive layer			
Collectors - Leakage, Foam expansion, and Joints			
Silicon Seals and Rubber Rings			
Support Structures - Paint, Bending, Buckling, Welding, Joints, Screws and Bolts			
Automatic Air Vents			
Manual Valves			
Piping Network			
Insulation			
Electrical Wiring			
Pumps			
Heat Transfer Fluids and Make-Up Water Tanks			
Storage Tanks - Heat Exchanger, and Insulation			
Temperature Sensor			
Solar Controller			
Digital Thermometer			
Expansion Tank			

**Maintenance Personnel**    - Supervisor: .....

   - Head Technician: .....

**Customer Comments:**    .....

   .....

**Customer Signature:**    .....



## **WARRANTY**

### **Coverage:**

Defects in material in each of the items mentioned below:

- Solar manifolds
- Metal chassis
- Loss of vacuum in evacuated tubes
- Silicon seals and rubber rings
- Expansion tank
- Solar tanks (for thermo siphon systems)

### **Exclusions:**

Warranty excludes any component not mentioned in "Coverage" section above.

Excluded but not limited to are the items below:

- All electrical components including the following:
  - . motorized valves
  - . electric heaters
  - . controllers
  - . thermometers
  - . thermocontrols
  - . circuit breakers
  - . thermostats
  - . sensors
  - . pumps
  - . pump controls
  - . flow switches
  - . pressure switches etc...
- Pipes and fittings

### **Validity:**

Five years from date of purchase.



**Limitation:**

An authorized maintenance for the system is a maintenance that is previously approved and scheduled by the **After-Sales Services Department** of **DAWTEC**, after a notification is raised by the client to DAWTEC offices. Warranty does not apply and will be cancelled in the following cases:

- Unauthorized repair
- Unauthorized modification of any component of the system
- Consequence of natural disaster
- Misuse of system
- External damage to system

**Note:**

Warranty does not include labor for service, replacement or repair of any guaranteed or non-guaranteed item.

The cost of labor is set to **25 USD (Twenty Five U.S. Dollars)** per hour.